

PTO/SB/97 (12-97)

Approved for use through 8/30/00. OMB 0651-0031  
Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

In re: Dan Kikinis et al.  
Case: P3233D1 Application No.: 09/387.616 Filing date: 08/31/1999  
Art Unit: 2642 Examiner: Thjuan P. Knowlin  
Subject: Method and Apparatus for Providing an Interactive Home Agent With Access to Call Center  
Functionality and Resources

**Certificate of Transmission under 37 CFR 1.8**

Attention: Thjuan P. Knowlin, Examiner

Fax No.: (703) 872-9314

I hereby certify that this correspondence is being facsimile transmitted to the  
Patent and Trademark Office

on 09/12/2003

Date

  
Signature

Lynda Schwalenberg

Typed or printed name of person signing Certificate

Note: Each paper must have its own certificate of transmission, or this certificate must identify  
each submitted paper.

**Total Sheets Transmitted - 16**

1. Response C - 12 sheets
2. Response Transmittal Form - 1 sheet
3. Duplicate Response Transmittal Form - 1 sheet
4. Petition for Extension of Time - 1 sheet
5. Certificate of Transmission - 1 sheet

Please call me at (831) 726-1457 if you have any questions.

**OFFICIAL**  
**RECEIVED**  
**CENTRAL FAX CENTER**  
SEP 15 2003

Burden Hour Statement: This form is estimated to take 0.03 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.